

International Products & Services

Fees, charges and services
explained.

National Irish Bank

Part of the Danske Bank Group

Introduction

At National Irish Bank, we offer a comprehensive service to our personal and business customers involved in international trade or transactions.

In this Brochure you will find information regarding the following services:

- Bureau de change
- Foreign Drafts
- International Card Transactions
- International Payments
- Currency Accounts
- Trade & Export Finance

To reduce costs and increase efficiency we recommend customers sign up to one of our online eBanking services - eBanking for personal customers and Business eBanking for business customers. Demonstrations of both services are available to view at www.nationalirishbank.ie under either the personal or business sections.

This version of the brochure is effective from 1 January 2012.

Exchange Rates

Where a transaction involves an exchange from one currency to another, the currency exchange rate used will be that applicable at the time of processing. Our Foreign Currency Rates of Exchange are displayed at branches each day and will also be available from our website (www.nationalirishbank.ie).

Our foreign currency exchange rates are calculated each morning based on mid-market rates with a fixed percentage margin. In cases where a client requests a negotiated rate, we may agree to a currency exchange rate based off the prevailing market rate at that time and at or within the spreads on our rates displayed at branches. The actual rate of exchange for a transaction will be detailed on your receipt.

Bureau de Change

EURO

Purchases

| | |
|---------------------------|----------------------|
| Euro Travellers Cheques | 2% |
| | Min €4.00 Max €35.00 |
| Euro Cross Border Cheques | 2% |
| | Min €4.00 Max €35.00 |

All Other Foreign Currencies

Purchases

| | |
|-----------------|---------------------|
| Foreign Cheques | 1% |
| | Min €1.25 Max €6.00 |

Foreign Drafts

Foreign Drafts provide customers with a convenient international payment option. They may also be suitable for non-urgent transactions.

Features

- Allows you to post the draft directly to the beneficiary with a note or advice
- Available in a wide range of currencies
- Can be ordered online or through your local branch.

Payment Process

To reduce time and costs, the draft should be made out in the same currency as the destination country but for a more secure option we recommend you use an international transfer.

Cross-Border Euro Draft Issuance

| | Branch | eBanking/ Business eBanking |
|-------------------|----------------------------------|----------------------------------|
| Collect at Branch | 1.25% Min €5.00 Max €40.00 | 0.8%* Min €5.00 Max €35.00 |
| Receive by Post | 1% Min €5.00 Max €35.00 | 0.5% Min €4.00 Max €20.00 |

Draft Issuance - All other major currencies

| | Branch | eBanking/ Business eBanking |
|-------------------|--------|--------------------------------|
| Collect at Branch | €9.00 | €7.00* |
| Receive by Post | €6.00 | €4.00 |

* Option only available to Business eBanking Customers.
Foreign Drafts can be ordered for collection at your Branch or be posted to you.

Collect at Branch - Order Draft before 4.30pm and collect from Branch on the next working day

Receive by Post - Order before 1.30pm and receive in post within 2-3 working days.

Euro and all other major Currencies

| | |
|-------------------------------------|---------------|
| <u>Buy-Back Foreign Draft</u> | <u>€5.00</u> |
| <u>Unpaid Foreign Cheque inward</u> | <u>€5.00</u> |
| <u>Stop Foreign Draft</u> | <u>€12.50</u> |

International Card Transactions

Maestro Payments

The Maestro service allows customers to conduct transactions on their account whilst abroad using their Debit (Maestro/Laser)card.

The following charges apply when the transaction involves the conversion of a foreign currency in addition to the account transaction.

| | |
|---------------------------------------|---|
| ATM Transaction outside the Euro Zone | 3.5% of transaction value Min €3.17 Max €11.43 |
|---------------------------------------|---|

| | |
|---------------------------------|--|
| POS (Point of Sale Transaction) | 1.75% of the transaction value Min €0.46 Max €11.43 |
|---------------------------------|--|

Credit Card Transactions

| | |
|---------------------------------|-------|
| Foreign Currency Conversion Fee | 1.75% |
|---------------------------------|-------|

| | |
|--------------------------|-------------------------------|
| *Cash advance/withdrawal | 1.5% or minimum fee €2.00. |
|--------------------------|-------------------------------|

* Note: will appear as a separate transaction on your statement.

The exchange rate that will be applied to any transaction (or refund thereof) that needs to be converted into euro will be based on the exchange rate set by the card scheme (MasterCard or Visa) at the time that the transaction (or refund) is posted to your account, or if the transaction is routed through LINK (a UK Card Scheme) the applicable selling/buying note rate used by the Bank, all of which are available on the website, together with a conversion fee set by us.

These exchange rates, which will fluctuate continuously and without notice, are available from our website (www.nationalirishbank.ie). If you use your card outside of Ireland, the merchant may propose converting the amount of the transaction into euro before processing the transaction.

Before you agree to this, the merchant must tell you any charges and the applicable exchange rate or reference exchange rate. The exchange rate or reference exchange rate used by the merchant may be different from that which would have been used by the Bank had the merchant not carried out the conversion.

International Payments

In this section you will find details of fees and charges applicable to transactions involving international transfers of monies.

Businesses that trade internationally need an efficient way of managing their foreign or cross-border payments. There are many options, and the best solution for your business depends on the number, size and frequency of your payments.

As a branch of the Danske Bank Group, National Irish Bank can offer cash management programmes and other services that may make cross-border payments easier and more cost effective. For details please contact your local branch or business centre or visit www.nationalirishbank.ie

International Transfers

Here is some general advice on making outgoing foreign payments :

- Electronic fund transfers are generally more efficient than cheques. You can transfer funds via our online eBanking systems. Both National Irish Bank's Personal eBanking and Business eBanking offer this feature.
- Always state the BIC and IBAN correctly, where applicable. You must always state the IBAN in countries that have adopted its use. For further information on BIC and IBAN see the important information on page 20 of this brochure.
- You should also be aware of the special rules on fees for certain cross border payments. See page 22 of this brochure for further information.
- We recommend that you update your creditor/payee information on an ongoing basis to ensure it is correct.
- Include a message to National Irish Bank only if it is necessary. It requires manual post-processing at the bank, and we may charge a fee for such services.

Accounts in other countries

If you make regular cross-border payments to particular countries, it might be an advantage for you to open a local account with one of the other Group or partner banks in the countries in question. To discuss this and other cash management services please contact your local branch or business centre.

For information on value dates and cut-off times please see the important information section on page 20 of this brochure.

International Outgoing Payments

| Transfer Type | Product | Currency | Value dating at sender | Value dating at receiving bank | Fee at Branch | Fee eBanking | Fee Business eBanking | Cut-off time local time |
|------------------------|---|---|------------------------|--------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|-------------------------|
| Third Party Agreements | Standard transfer* to a third party account outside the Danske Bank Group | < EUR 50 - Compliant with the EU Regulation* | Day 0 | Day 1 | €0.75 | €0.00 | €0.19 | 4.30pm |
| | | < EUR 50K - Non -Compliant with the EU Regulation* | Day 0 | Day 1 | €20.00 | €12.00 | €12.00 | 4.30pm |
| | | > EUR 50K - Within the EEA | Day 0 | Day 1 | €20.00 | €12.00 | €12.00 | 4.30pm |
| | | EUR - Outside the EEA | Day 0 | Day 2 | €20.00 | €12.00 | €12.00 | 4.30pm |
| | | Other Major Currencies Within or outside the EEA | Day 0 | Day 2 | 0.2% Min €15.00 Max €35.00 | 0.15% Min €10.00 Max €30.00 | 0.15% Min €10.00 Max €30.00 | 4.30pm |
| | | < EUR 50K | Day 0 | Day 0 | €0.75 | €0.00 | €0.00 | 4.30pm |
| | | > EUR 50K | Day 0 | Day 0 | €20.00 | €12.00 | €12.00 | 4.30pm |
| | | Other Major Currencies | Day 0 | Day 2 | 0.2% Min €15.00 Max €35.00 | 0.15% Min €10.00 Max €30.00 | 0.15% Min €10.00 Max €30.00 | 4.30pm |
| | | < EUR 50K | Day 0 | Day 0 | €0.75 | €0.00 | €0.19 | 4.30pm |
| | | > EUR 50K | Day 0 | Day 0 | €20.00 | €12.00 | €12.00 | 4.30pm |
| Third Party Agreements | Standard transfer to a third party account within the Danske Bank Group without conversion must have valid IBAN and BIC | Other EEA Currencies | Day 0 | Day 0 | €20.00 | €12.00 | €12.00 | 4.30pm |
| | | Other Major Currencies | Day 0 | Day 2 | 0.2% Min €15.00 Max €35.00 | 0.15% Min €10.00 Max €30.00 | 0.15% Min €10.00 Max €30.00 | 4.30pm |
| | | EUR (within the EEA) | Day 0 | Day 0 | €25.00 | €15.00 | €15.00 | 2.30pm |
| | | BGN, CHF, CZK, HUF, ISK, ITL, LVL, PLN, RON | Day 0 | Day 0 | 0.20% Min €20.00 Max €45.00 | 0.15% Min €15.00 Max €35.00 | 0.15% Min €15.00 Max €35.00 | 10.00 am |
| | | DKK, EUR, GBP, NOK, SEK, USD | Day 0 | Day 0 | 0.20% Min €20.00 Max €45.00 | 0.15% Min €15.00 Max €35.00 | 0.15% Min €15.00 Max €35.00 | 2.30pm |
| | | Other Major Currencies | Day 1 | Day 1 | | | | 2.30pm |
| | | Standard transfer to a third party account within the Danske Bank Group without conversion must have valid IBAN and BIC | Day 0 | Day 0 | €20.00 | €12.00 | €12.00 | 4.30pm |
| | | Standard transfer to a third party account within the Danske Bank Group without conversion must have valid IBAN and BIC | Day 0 | Day 0 | €20.00 | €12.00 | €12.00 | 4.30pm |
| | | Standard transfer to a third party account within the Danske Bank Group without conversion must have valid IBAN and BIC | Day 0 | Day 0 | €20.00 | €12.00 | €12.00 | 4.30pm |
| | | Standard transfer to a third party account within the Danske Bank Group without conversion must have valid IBAN and BIC | Day 0 | Day 0 | €20.00 | €12.00 | €12.00 | 4.30pm |

* For notes on above table see page 13

| Transfer Type | Product | Currency | Value dating at sender | Value dating at receiving bank | Fee at Branch | Fee eBanking | Fee Business eBanking | Cut-off time local time |
|---|--|---|------------------------|--------------------------------|---------------|--------------|-----------------------|-------------------------|
| Inter-company/ Group transfers within Danske Bank Group | Group Transfer Transfer to own account within the Danske Bank Group must have valid IBAN and BIC | All Currencies | Day 0 | Day 0 | €0.00 | €0.00 | €0.00 | 5.30pm |
| | | | Day 0 | Day 0 | €0.75 | N/A | €0.19 | 2.30pm |
| Inter-company/ Group transfers to other banks | Group Transfer Transfer to own Group account outside the Danske Bank Group must have valid IBAN and BIC | < EUR 50K - Within the EEA* | Day 0 | Day 0 | €22.50 | N/A | €14.00 | 2.30pm |
| | | > EUR 50K - Within or outside EEA | Day 0 | Day 0 | €22.50 | N/A | €14.00 | 2.30pm |
| | | DKK, GBP, NOK, SEK, USD | Day 0 | Day 0 | €22.50 | N/A | €14.00 | 2.30pm |
| | | BGN, CHF, CZK, HUF, ISK, ITL, LVL, PLN, RON | Day 0 | Day 0 | €22.50 | N/A | €14.00 | 10.00am |
| | Other Major Currencies - Within or outside the EEA | | Day 0 | Day 1 | €22.50 | N/A | €14.00 | 2.30pm |

* For notes on above table see page 13

International Incoming Payments

| Transfer Type | Product | Currency | Value dating at Recipient | Value dating at receiving bank | Fee Personal Customers | Fee Business Customers | Cut-off time local time |
|---|--------------------------------------|---|---------------------------|--------------------------------|------------------------|------------------------|-------------------------|
| Third Party Payments | Swift Transfer* (Without Conversion) | Up to €50K | Day 0 | Day 0 | €0.00 | €0.19 | 5.00pm |
| | | > €50K and All EEA Currencies | Day 0 | Day 0 | €6.00 | €6.00 | 5.00pm |
| | | Other Major Currencies | Day 1 | Day 0 | €6.00 | €6.00 | 5.00pm |
| Inter-company/ Group transfers within Danske Bank Group | Swift Transfer (With Conversion) | All major Currencies | Day 1 | Day 0 | €6.00 | €6.00 | 5.00pm |
| | | Group Transfer Transfer to own account/sister company account within the Danske Bank Group must have valid IBAN and BIC | Day 0 | Day 0 | €0.00 | €0.00 | 5.30pm |
| | | Group Transfer Transfer to own /sister company account outside the Danske Bank Group Without Conversion must have valid IBAN and BIC | Day 0 | Day 0 | N/A | €0.19 | €0.19 |
| Inter-company/ Group transfers to other banks | With Conversion | < EUR 50K | Day 0 | Day 0 | N/A | €6.00 | 5.00pm |
| | | > EUR 50K and All EEA Currencies | Day 0 | Day 0 | N/A | €6.00 | 5.00pm |
| | | Other Major Currencies | Day 1 | Day 0 | N/A | €6.00 | €6.00 |
| | All Major Currencies | | Day 1 | Day 0 | N/A | €5.00 | 5.00pm |

Value dating at recipient is the date the customer is credited in National Irish Bank. Value dating at Receiving Bank is when funds are available to the receiving Bank. * For notes on above table see page 13

All other Major Currencies International Payments (cont.)

| | |
|---|--------|
| Tourist (in branch only) Treated as an Express Payment For amounts not exceeding €3000 | €25.00 |
|---|--------|

Other Related Charges

| | |
|------------------------|--------|
| Missing/Incorrect IBAN | €10.00 |
|------------------------|--------|

A valid IBAN should be supplied for all cross-border European payments irrespective of the currency being sent.

| | |
|-------------------|-------|
| Manual Processing | €8.00 |
|-------------------|-------|

When a payment cannot be passed onto the beneficiary's bank without first being processed manually by National Irish Bank e.g. an invalid BIC code would require manual processing.

***All EU - Standard transfers must meet the following regulations:**

- The payment may not exceed €50,000.
- The payment must be effected within the EU countries.
- The beneficiary bank's BIC (Bank Identifier Code) must be indicated.
- The beneficiary account's IBAN (International Bank Account Number) must be indicated (if it is missing or incorrect, it will incur a fee of €10.00 per transaction and the value date may be affected).
- The remitter and beneficiary of the payment must each pay their own bank charges.
- The remitting and beneficiary banks must be able to effect payments without manual processing (if additional processing is required in National Irish Bank, a fee of €8.00 will be charged per transaction).

Payments in EUR to an EU member state, Norway, Liechtenstein, Iceland (EEA Countries) and Switzerland are rejected unless they contain correct IBAN. EEA (European Economic Area) countries are listed on our website www.nationalirishbank.ie.

Fee Options

With some exceptions due to regulations (see table below), Customers can choose from three options when paying fees on an international transfer:

- **SHA** - The customer pays fees charged by National Irish Bank and the beneficiary pays fees levied by their bank including any correspondent banks.
- **BEN** - The customer's fee levied by National Irish Bank is charged to the beneficiary, as well as fees levied by their bank and any intermediary bank.
- **OUR** - the customer pays the fees levied by National Irish Bank and the beneficiary's fees including any correspondent banks' fees. If Danske Bank knows the other bank's fee, this will be charged on the day of the transaction. If not, the fee will be applied at a later stage.

| Fee Options | Payments to EU/EEA-countries | Payments to other countries |
|---|------------------------------|-----------------------------|
| EU/EEA-currencies without conversion, e.g. EUR debited to a EUR-account | SHA | SHA, OUR, BEN |
| EU/EEA-currencies with conversion, e.g. SEK debited to a DKK-account | SHA, OUR | SHA, OUR, BEN |
| Non EU/EEA-currencies | SHA, OUR, BEN | SHA, OUR, BEN |

Intermediary Fees

Further receiving bank charges may be applied in cases where National Irish Bank needs to use an intermediary bank to transfer the funds. In this case, this fee may be charged back to the customer.

Foreign Cheque Collections

| | |
|--------------------|--------|
| Outward Collection | €15.00 |
|--------------------|--------|

SEPA Direct Debit Charges*

| Debtor | Personal | Business |
|-----------------|----------|----------|
| Transaction Fee | €0.25 | €0.19 |
| Unpaid Fee | €10.00 | €10.00 |

* Some accounts will not attract this transaction fee. See our brochures "Clear & Simple: Business Fees & Charges Explained" and our "Clear & Simple: Personal Fees and Charges Explained" for further information.

Creditor

| | |
|---|-----------|
| SEPA DD Establishment (per country) | €50 + VAT |
| SEPA Monthly Collection Service (per country) | €10 |
| Transaction Fee | €0.19 |
| Unpaid Fee | €5.00 |
| SEPA Unauthorised Refund Fee | €100.00 |

Currency Accounts

Currency Call Accounts

Currency Call Accounts in all major currencies are available.

- Particularly suitable for those companies with a two way flow in a certain currency.
- Allows business to be transacted without conversion to Euro.
- Efficient way of hedging against foreign exchange risk.

Currency Current Account

Sterling cheque accounts are available to facilitate trade with the UK.

Transaction and maintenance fees - currency accounts

Fees are calculated to the last calendar day in March, June, September and December based on account activity over a three month period. Fees or charges will be applied to your account 12 working days after the date of the calculation, in the month of April, July, October and January.

The tariffs listed below apply:

Sterling accounts with a chequebook

| | |
|--|---------------------------|
| <u>Cheques issued</u> | <u>£2.00</u> |
| <u>Quarterly Account Maintenance Fee</u> | <u>£25.00[^]</u> |

[^] includes 12 free cheques per quarter

Ancillary service charges including Referral fees and Unpaid outward charges may be applied to currency accounts where applicable. These charges will be converted to the currency of the account at the exchange rate used by the Bank on the day they are charged to the account.

Details are available in our Clear & Simple brochures.

Trade & Export Finance

Documentary Collections

A documentary collection is a method of obtaining payment for goods exported. The procedure is operated using the banking channels to collect payment. It is an efficient process and it can be easily arranged.

Documentary Credits

The documentary credit is one of the most secure payment methods in international trade, offering the exporter a conditional payment guarantee from the importer's bank.

A documentary credit usually requires the presentation of specific documents and payment is made only when the exporter presents the documents that comply with the terms of the documentary credit.

Guarantees

An international guarantee may be given by the bank in support of a customer's obligation to fulfil a contract.

There are different types of guarantees, eg Bid or Tender Bonds, Performance Bonds, Retention Bonds, Advance Payment Guarantees and more than one can be included in a contract.

Fees

The Bank may negotiate individual fees based on the applicants risk rating and the specific risks associated with the proposed issuance of Documentary Collections, Letters of Credit or Guarantees which may result in charges higher than is set out overleaf.

FOR EXPORTERS

Incoming Letters of Credit

Advising a credit €50.00

Adding our confirmation Subject to negotiation
(min €50.00)

Amendments €25.00 per amendment

Payment/negotiation 0.20% of value
commission (min €50.00)

Deferred payment subject to negotiation
commission with our (min €40.00)
obligation

Deferred payment without €20.00
our obligation

Cancellation/rejection €30.00

Outgoing Collections

Collection commission 0.25% of value
(Documentary & clean) (min €25.00, max €120.00)

Direct Export Collection 0.20% of value
Commission (min €15.00, max €120.00)

Acceptance fee €15.00

Amendments €15.00 per amendment

Return fee €20.00
returning documents which
have not been accepted or paid

Incoming Guarantees

| | |
|---|--------|
| Advising a guarantee | €50.00 |
| Commission on handling claims under a guarantee | €50.00 |

FOR IMPORTERS

Outgoing Letters of Credit

| | |
|---|--|
| Issuance commission | Subject to arrangement (min €50.00) |
| Amendments | €25.00 per amendment |
| Document examination | €20.00 per set of documents |
| Acceptance commission - where Letter of Credit calls for term drafts/deferred payment | Subject to arrangement (min €20.00) |
| Issuance of Delivery Order | €25.00 |
| Cancellation | €25.00 |

Incoming Collections

| | |
|---|---|
| Collection commission (Documentary & clean) | 0.25% of value (min €25.00, max €120.00) |
| Acceptance fee | €15.00 |
| Amendments | €15.00 per amendment |
| Issuance of Delivery Order | €25.00 |

Outgoing Guarantees

| | |
|---|--|
| Set up fee | €50.00 |
| Commission (payable quarterly in advance) | subject to arrangement (min €50.00) |
| Amendments | €25.00 per amendment |
| Commission on handling claims under a guarantee | €50.00 |

Discounting/Refinancing

| | |
|------------------------------|------------------------|
| Set up fee | €50.00 |
| Discounting/refinancing cost | subject to arrangement |

Additional Information

Any further costs, e.g. for postage or electronic messages are additional to the charges shown.

Important Information

Value dates

Outgoing Transfers: Customer's account is debited on the day of the transaction. The Value Date refers to the date the funds are transferred to the corresponding bank.

Incoming Foreign Payment within the EEA in an EEA currency: The value date will be the day National Irish Bank receives the funds (entry date) unless the request is received after the cut-off time or on a non-Business Day in which case the Value Date will be the next Business Day after the entry date.

All other Incoming Foreign Payments: The Value Date will be the Business Day after the entry date unless the request is received after the cut-off time or on a non-Business Day in which case the Value Date will be 2 Business Days after the entry date.

Cut-off times

eBanking/Business eBanking transactions must be inputted and verified via eBanking/Business eBanking by this time if the payment is to be processed that day; otherwise the payment will be processed the next Business Day. We recommend customers use Business eBanking or eBanking for a more efficient service.

Instructions processed on the Customers behalf, where the customer submits a payment instruction for the bank to process, for example via fax, the payment will be processed by this time, subject to the bank having sufficient time to complete the various security procedures, otherwise the payment will be processed the next Business Day. We therefore recommend that customers submit these instructions in good time.

Cut-off times change depending on the type of payment such as, if urgent or normal, and in some cases are also impacted by the currency being sent. Details of Branch opening hours are available on our website www.nationalirishbank.ie

IBAN & BIC

What are the IBAN and BIC Codes?

The International Bank Account Number (IBAN) is used to identify a bank account in cross-border transactions. When it is used in conjunction with the Bank Identifier Code (BIC) it will improve the efficiency of cross-border payments.

The BIC is a unique address which identifies precisely the financial institutions involved in financial transactions. National Irish Bank's BIC is DABAIE2D.

When should you use the IBAN and BIC codes?

Receiving payments from Europe

If you receive payments from Europe you must include your IBAN and BIC on your invoices and request the sender to make payments using these details.

Making Payments to Europe

If you are requesting to make a payment to an account within Europe you must quote your beneficiary's IBAN and BIC on your payment request. Failure to do so may result in additional fees being charged to you and possibly a delay in the payment being forwarded to the beneficiary.

For further information on Banks within the Danske Bank Group visit www.danskebank.com

Where can you get your IBAN and BIC?

Details of your IBAN and National Irish Bank's BIC are printed on your account statement. Please refer to your beneficiaries to obtain their respective IBAN and BIC for outgoing payments to avoid additional fees.

Whilst we do our utmost to ensure that payments will be made on the value basis stated, we can only seek to ensure that the payments will be made to the beneficiary bank on this basis. We cannot be responsible for failure of the beneficiary bank to pass on the payment to the beneficiary.

Payments Regulations

The European Community (Payment Services) Regulations 2009 came into force on 1 November 2009 and replaced the previous regulations governing the handling of cross-border payments.

The purpose of these regulations is to:

- Ensure transparency of information relating to payments (other than payments by cheque or draft) in euro or another currency of a member state of the European Community which originate from a Bank or other payment service provider within the European Economic Area (EEA).

- Set time limits for the execution of such payments.
- Attribute liability for delays and non-delivery of such payments.
- Require transparency of charges on such payments.
- The Regulations establish common core rights and obligations of users and providers of payment services.

The relevant features of the regulations are:

- An outward payment must be credited to the beneficiary institution within 1 Business Day except where that payment is made between accounts in different EEA Member States and where such payments do not involve euro; these payments will be credited to the beneficiary institution within 2 Business Days. All timings assume that all information required to instigate the transfer was provided before the relevant cut-off time and timings will be extended by a day where the transaction is paper initiated.
- On receipt of an inward payment, the beneficiary institution has to credit its customer's account immediately where the day of receipt is a Business Day for EEA currencies within the EEA and in all other cases on the next Business Day.
- Compensation is payable by a Bank tasked with processing a payment, in the event that the payment is delayed or not executed at all. Once an enquiry is made and it is established that the transfer is made later than it would have been or has not been executed, customers are entitled to claim compensation. A Bank must rectify the situation without undue delay. The amount of the payment must be refunded to the customer along with, where applicable, any interest compensation and any bank charges for the payment
- No compensation will be payable by a Bank if inaccurate details of the payee's account were provided.
- A Bank must provide or make available certain information to its customers on the payment services it provides including information on any charges which it levies for payments. Business customers can agree with their Bank that the information (other than information on the charges levied for payments) need not be provided to them. However, the Bank cannot make any such agreement with personal customers.

In addition, a Bank cannot charge more for a cross border payment transaction within the EEA in euro than the amount which it charges for a corresponding domestic payment in euro. This applies to cross border transfers of up to €50,000. (European Communities (Cross Border Payments in Euro) Regulation).

Further information on these regulations can be obtained from your branch on enquiry.


Customer Complaints

National Irish Bank is committed to providing a high standard of customer service. However, if you are not satisfied with any aspect of our service, internal complaint handling procedures are in place to deal with your concerns effectively and in the correct manner.

For further details please refer to our “Putting Things Right For You” leaflet available in all branches and Business Centres.

Danske Bank A/S (trading as National Irish Bank and NIB)
Registered branch in Ireland Company No. 905623 with office
at 3 Harbourmaster Place, IFSC, Dublin 1.

Registered office in Denmark: 2-12, Holmens Kanal, DK-1092,
Copenhagen K, Denmark. Details of all Danske Bank A/S
directors can be viewed at its registered offices.



Danske Bank A/S (trading as National Irish Bank and NIB) is
authorised by The Danish FSA in Denmark and is regulated by
the Central Bank of Ireland for conduct of business rules.

www.nationalirishbank.ie